

# How to register to submit a child abuse/neglect written report online

Child Abuse/Neglect written reports are now submitted online via mass.gov. Before submitting an online report, you will need to create a Virtual Gateway user account on mass.gov. If you already have a Virtual Gateway user account, you'll need to update your account.

Following are the steps to set up a user account to submit an online child abuse/neglect written report. Remember, Massachusetts law requires you call first before submitting a written report.

- 1 Go to DCF's home page ([www.mass.gov/dcf](http://www.mass.gov/dcf)) and select the "Report child abuse or neglect" option. Follow the links on the page for mandated reporters to submit a written report.
- 2 Click the 'Online' option under 'How to report'
- 3 Select "[click here](#)" in the 'First Time Submitting a Written Abuse/Neglect Report Online' section



- 4 Accept the 'Terms and Conditions' and fill out the 'Personal Information' including Security Questions. Then click the 'Submit' button.

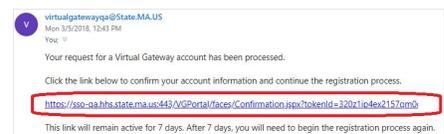
Note: Please complete this step whether or not you already have a Virtual Gateway account.

## Reporters who don't already have a Virtual Gateway Account:

(If you already have a Virtual Gateway Account go to step 11)

- 5 After clicking 'Submit' you will be taken to a 'Processing User Request' page. Review your email address and ensure that it is correct. If it is not correct, repeat steps 1 through 4.

- 6 Check for an email from the Virtual Gateway. Click the confirmation link in the email.



- 7 Follow the screen instructions to create your password and answer the secret security questions you'll use if you've lost your password. Then click 'Submit'.
- 8 You'll see a page letting you know that your Virtual Gateway account has been created. Click the 'Log in to the Virtual Gateway' link.

**Step 5: Create Password**

To log in to the Virtual Gateway, you will need to create a password. Passwords must be 8 to 16 characters long. Passwords must contain the following:

- Between 8 and 16 characters
- At least one uppercase character(A,B,C,...)
- At least one lowercase character(a,b,c,...)
- At least one number(1,2,3,...)

Passwords cannot contain:

- The words 'test', 'password' or 'pass'
- Your first name, your last name, or your full name
- Your Virtual Gateway Username
- Your Email Address

**Important:** Keep your information safe and secure. Do not share your Virtual Gateway password with anyone.

Password:

Confirm Password:

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**Step 6: Secret Questions**

At least 5 secret questions must be answered. These questions will be used if you forget your password or need to change it.

Secret Question 1	What is your father's middle name?
Answer to Secret Question 1	<input type="text" value="Rob"/>
Secret Question 2	What was the name of your first grade teacher?
Answer to Secret Question 2	<input type="text" value="Ms. Briganza"/>
Secret Question 3	What was the make of your first car?
Answer to Secret Question 3	<input type="text" value="GM"/>
Secret Question 4	What was the color of your first car?
Answer to Secret Question 4	<input type="text" value="Black"/>
Secret Question 5	What was your high school mascot?
Answer to Secret Question 5	<input type="text" value="Spartan"/>
Secret Question 6	What is the name of your elementary school?
Answer to Secret Question 6	<input type="text"/>
Secret Question 7	What was your first pet's name?
Answer to Secret Question 7	<input type="text"/>

**Login to submit a child abuse/neglect written report:**

Welcome to the Virtual Gateway

Login

Username:

Password:  (Case sensitive)

- 9 Use your 'Username' and 'Password' then click 'Login'.
- 10 Click the 'DCF Partner Services' link to create a written report of child abuse/neglect.

Please select one of the following Business Services:  
(Clicking on link will open in a new window)

- Catalog of Services
- DCF Partner Services

For additional information on submitting reports, see the training videos and eLearnings available [mass.gov/dcf](http://mass.gov/dcf).

**Reporters who already have a Virtual Gateway Account:**

*(If you don't have a Virtual Gateway Account got to step 5)*

- 11 After accepting the 'Terms and Conditions' and entering your 'Personal information' you'll get an email letting you know your account has been modified. You can then log into your account per usual and select the new 'DCF Partner Services' link to begin submitting.

**Note:** You must enter the same information in your existing account or it will create a second account for you.

- To check your existing account information, log into your Virtual Gateway Account and click 'Update My Personal Account Information'. You can then copy and paste your information to make sure it's a match.
- Please DO NOT include the beginning '0' in Birth Month or Day. For example, a February 3rd birthdate should be entered as 2/3. If you enter 0s, it won't find your account and will create a second account for you.
- If you get an email telling you it created a new account, you can call the Virtual Gateway Help Desk at 800-421-0938 and ask that they merge your accounts.

Virtual Gateway

Welcome Jane Thomas

Please select one of the following Business Services:  
(Clicking on link will open in a new window)

- Catalog of Services
- DCF Partner Services

Manage My Account

- Change My Password
- Answer My Secret Questions
- Update My Personal Information
- Login

Virtual Gateway Customer Service